DECEMBER CHAPTER MEETING

Developing Your Next Wave of Leaders: Don’t Let the Silver Tsunami Wipe You Out

About the Program:
Over the next few years, millions of baby boomers will retire, creating a potentially disastrous leadership vacuum in the business world. Many of these older professionals are top performing, high-level executives who possess decades of experience, institutional knowledge, and relationships.

More on page 3
World Workplace 2018 in Charlotte, NC (Oct 3-5) proved to be another successful event with just the right mix of educational and networking opportunities. Our MSP IFMA members continue to find value in the conference as evidenced by the strong attendance rate - 30 members registered, equating to 10% of our Chapter.

Our annual MSP Chapter Dinner at World Workplace was hosted by Bartlett Tree Experts at their Charlotte lab and arboretum. The chartered ride offered great networking opportunities while the arboretum tour provided a glimpse into the specialized services and research that go into proper tree care. A huge thank you to Jon Heaton and Bartlett Tree Experts for coordinating, hosting, and sponsoring this event for our membership!

This year, MSP IFMA Chapter members were selected to present at the educational breakout sessions. Peter Hillman, Brian Collins, Gillian Maguire, Holly Warnick, and Martha Clarkson presentation on human factors was titled “Accessibility in Corporate Real Estate: How Microsoft and its Partners are Designing for a Diverse and Inclusive Workplace”. “CMMS is Changing the FM Game – A Real Life Example” was presented by Rhonda Rezac, Michael Thorson and Kristine Fisher. Congratulations to each of them on this honor!

Many changes have occurred at the international level over the past year. These changes were highlighted during the House of Delegates Annual Meeting and have been summarized below.

- The new COO, Don Gilpin, was brought in early 2018 in an interim position and was hired at a permanent capacity in early fall. (Don has local ties as he is originally from Anoka, MN!)
- Focus has been on restructuring the organization to cope with dropping membership numbers and a large financial loss ($1.2M).
- While the loss is significant, important changes have been made which include:
  - Bringing in new leadership
  - Reorganizing to better support the organization
  - Assessing events that aren’t profitable
  - Exploring new ways to make IFMA and IFMA Credentials relevant and useful, especially for the next generation of FM
  - Increased focus on membership and member needs

The IFMA Foundation, under the direction of new Executive Director Diane Levine, successfully showcased scholarship winners throughout the conference, with all winners presented on stage during the Foundation Gala. The Foundation also created a new student competition for the scholarship winners similar to the FM Faciliton at Skills USA. Teams of students who did not know each other prior to attending World Workplace participated in a facility management scenario requiring them to work together to solve the problem and present their solutions. This platform was extremely successful as there was standing room only for the student presentations!

MSP IFMA is proud to be sponsoring a Foundation Scholarship in 2019 which will provide a local student an all-expense paid trip to World Workplace next year! We are very fortunate to have two Facility Management degree programs here locally at the University of Minnesota and, new this fall, at Dunwoody.

This year marks the 25th Anniversary of the Certified Facility Manager (CFM) designation. It was celebrated at the Credentials Reception, honoring long time MSP IFMA Chapter members and original recipients Peggy McCarthy and Sharon Harrington!

If you are looking for ways to advocate to your employer the benefits to you and your organization of attending World Workplace, check out https://www.ifma.org/events/attendees-benefits for more information. Also, if you plan to attend World Workplace 2019, keep an eye out next fall for another pre-World Workplace social to meet other MSP attendees before arriving in Phoenix!

Laura Magnuson, CFM, Cushman & Wakefield
Forward-thinking leaders need to take action now to develop succession plans and ensure retiring workers are able to pass on their in-depth understanding of the business to the next wave of leaders before they leave.

Speaker:
Chrissy Scivicque
Certified Professional Career Manager (PCM)
Corporate Trainer, ATD Certified

As an attendee, you will learn…
- How to identify and cultivate high potentials in your organization
- Specific steps to take now to make the transition smoother
- The key organizational programs to consider implementing to minimize risk

BUILT ENVIRONMENT CAREER FAIR

The University of Minnesota Construction and Facility Management program hosted its 6th annual intercollegiate career fair and quiz bowl event on Friday, October 5 which is organized to attract students from all nine upper Midwest region schools of Construction Management. MSP IFMA Chapter sponsored a booth at the career fair to promote our Chapter’s educational, networking and scholarship offerings to the students as well as answer any questions they may have regarding Facilities Management as a career of choice. Education Committee members Bryan Heller, Kirk Dann, and Laura Magnuson participated in this event, making good connections with students already in the FM program or interested in the built environment.

Congratulations to MSP IFMA Student Member Gaian Carr-Manthe on winning the $100 Visa gift card drawing at the career fair booth!

If your organization is interested in participating in the career fair next year, contact Laura Magnuson at laura.magnuson@cushwake.com or 651-665-4476.
CELEBRATE IFMA’S 35TH YEAR WITH CASINO NIGHT

**SPONSORSHIP OPPORTUNITIES AVAILABLE!**

1. **High Roller Sponsor – $750 (Only 1 Available)**
   - Name 1st & larger on all adverts printed and digital
   - Name 1st & larger on all signage including event presentations
   - Name placed at bar
2. **Jackpot Sponsor – $500 (Only 2 available)**
   - Name 2nd on all adverts printed and digital
   - Name 2nd on all signage including event presentations
   - Name listed on drink tickets
3. **Wildcard Sponsor – $250 (Only 4 available)**
   - Casino table sponsor
   - Name at each casino table

**Date:**
Thursday, January 31, 2019

**Cost:**
$45/person
Bring your friends, colleagues and significant other!
Heavy Hor d’Oeuvres and 2 free drink tickets per attendee.

**Time:**
4:30 pm – 8:00 pm
4:30 pm: Registration
5:00 pm – 5:45 pm: Presentation by Lisa Pool
5:45 – 8:00 pm: Casino, Games, Raffle and Fun!

**Location:**
Metropolitan Ballroom & Clubroom
5418 Wayzata Blvd
Golden Valley, MN 55416
Prize Give Aways | Win Tickets | Raffles

**Click here to register**

**AT THE CENTER OF WHAT’S NEXT**

Cushman & Wakefield is proud to receive the 2018 ENERGY STAR PARTNER OF THE YEAR SUSTAINED EXCELLENCE AWARD

[Click here to fill out the form and sponsor today!]

[Image of casino night theme]
BUILD YOUR CORE 3.0
ENVIRONMENTAL STEWARDSHIP & SUSTAINABILITY

The 428 Wellworth Building renovation in St. Paul is on track to be THE FIRST core and shell building in Minnesota to achieve both WELL and LEED certifications!

Please join our panel of 428 Renovation Experts to learn more!

Jennifer Kruse is the Sustainability Coordinator at McGough Construction Co., LLC. She has 18 years’ experience in the construction industry implementing sustainability initiatives. Jen is a graduate from the U of MN with a degree in Sustainable Construction Management, and a minor in Sustainability Studies. She is accredited in LEED BD+C, WELL, a certified FEMA Inspector, member of the Community Environmental Advisory Commission for the City of Minneapolis, and VP of International Society of Sustainability Professionals MN Chapter.

Simon May is a passionate biophilic design advocate dedicated to creating awareness of biophilic design by the creative use of Interior landscaping. Working for McCaren Designs in the Twin Cities as its principle designer, he has a wealth of experience designing and installing interior landscapes and Green walls in both the UK and North America. Simon is also a board member of Green Plants for Green Buildings. Their purpose is to communicate the aesthetic, well-being, and economic benefits of nature in the built environment. As a GPGB Registered Trainer he provides continuing education classes for architects, building owners, green building and design professionals.

Jenae Batt is the Marketing and Communications Manager for Ever-Green Energy, the company that operates and manages District Energy St. Paul. She leads a variety of communications projects targeted to audiences on a wide spectrum of technical acuity from the general public to industry experts. Jenae works across utility operations to help formulate marketing objectives and activities designed to provide exceptional customer care, communicate the value of services, and support system growth.

Michael Nelson, HDR, has 20 years of experience bringing projects to successful completion, creating document sets and managing project delivery. He has worked on a broad range of building types, including the recently completed 428 Building. He has led design teams and created construction documents for an independent charter school in Minneapolis, Minnesota; a multi-part health care renovation project for the Veterans Administration in Marion, Indiana; and the renovation of the headquarters of a local sheet metal company.

EVERYONE IS WELCOME! Please PREREGISTER! ADVANCED REGISTRATION REQUIRED DEADLINE: Tuesday November 27, 2018

Parking Options: (Click here for map)

The close ramp is Securian 401 Ramp which is located right across the street from the 428. The entrance is accessed from Minnesota Street. Take the elevator to skyway level, turn left out of the ramp elevator lobby, use the skyway to cross 7th Place (entering Golden Rule) and take the open staircase down to street level. There is an entrance to 428 from Golden Rule.

The Robert Street Municipal Ramp is skyway connected to the Golden Rule. After crossing 7th Street via the skyway, take the open staircase down to street level. There is an entrance to 428 from Golden Rule.

The Securian 400 Ramp entrance is accessed from Jackson Street. Take the elevator to skyway level and take a right out of the elevator lobby, heading toward the 401 Building. Cross Robert Street skyway bridge (entering 401) and take right at Subway to head toward the Golden Rule. Use the skyway to cross 7th Place (entering Golden Rule) and take the open staircase down to street level. There is an entrance to 428 from Golden Rule.
At this year’s Credentials Reception at World Workplace 2018 all our successfully credentialed CFM’s, FMP’s and SFP’s since WWP 2017 were recognized, honored and celebrated! The event culminated with acknowledging and celebrating the 25th Anniversary of the first successful class of IFMA’s Certified Facility Managers.

All of the 1993 credentialed CFM’s present were pulled together and invited to participate in a recognition cake cutting and picture marking this special anniversary of IFMA’s industry leading credential. Proudly celebrating in this group were two long time MSP IFMA Chapter members, Sharon Harrington and Peggy McCarthy.

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If you attended World Workplace this year in Charlotte, you may have noticed a few changes. With a new COO onboard and some structure changes to the organization, IFMA is looking for new ways to grab our attention and keep us engaged with our IFMA community.

The event kicked off with a few notes from our current chair as well as announcing some award winners who could then be recognized all week for their great work. We then had a great Keynote Speaker which led us into the Expo and then later that evening, the welcome reception.

The next day started with a plenary session along with other council and vendor sessions on the expo floor. The Expo wrapped up after lunch just as educational sessions started. There were 3 educational sessions Thursday afternoon and another 4 sessions Friday morning. Friday’s lunch included another great speaker and the remaining award winners were announced.

The event wrapped up Friday night with a party in lieu of a gala. No more formal attire, expensive dinners or long presentations. Just a fun party to celebrate a great conference. It was a casual event with a live band, open bar, food and dessert stations. It was a nice way to end the event and say good-bye to the friends from around the world.


Add this event to your budget for next year and collaborate with a community of knowledgeable facility managers to ensure the efficiency, safety and longevity of your workplace. Click here for a list of benefits that can help you convince your boss that you need to attend World Workplace 2019 in Phoenix Arizona.
SEPT. CHAPTER MEETING RECAP
FLOORING SELECTION & MAINTENANCE BLIND SPOTS FOR FACILITY MANAGERS

Led by moderator Chris Barrett of Allianz Life of North America, a panel of experts shared their vast expertise and knowledge on flooring selection and maintenance “Blind Spots”. The panel included Bryan Heller, Sales Manager, Maintenance Division with CFS Interiors & Flooring; Lisa Kirkbride, Senior Account Manager with Milliken Contract; Kate Koskey, A & D Representative with HiLine, Inc., and Jan Dufault, CID, Senior Interior Designer with Mohagen Hansen Architecture | Interiors.

The discussion detailed how to make informed selections and ask the right questions to achieve flooring solutions that fit your facilities’ needs. Topics included:

**Determining the right flooring solution for the installation requirement:**
- Gather project facts
- Define goals and expectations
- Be informed about product differences
- Consider the flow of materials/treatments
- Make deliberate design decisions

**Evaluating the initial cost of the flooring product vs. the life time cost:**
- “Buy by the year, not by the yard.” How long will the product need to last?
- Consider installation costs as well as product costs
- What type of maintenance is required and how often?
- Will moisture mitigation be required prior to application?
- What is the TARR (Texture Appearance Retention Rating) if using carpet?
- Use of walk-off mats/solutions

**Budgeting for new flooring or replacement flooring:**
- Relative cost differences between carpet and hard surface flooring options (poured, hard surface, and resilient materials)
- Installation cost
- Hazardous materials abatement if required (i.e. asbestos) and warranty denial due to chemical abatement processes

**Assessing Maintenance Costs:**
- Preventative – most cost effective
- Interim – ongoing care
- Restorative – most expensive (includes replacement)
In 2015, after several years of accelerated growth, Ecolab made the decision to purchase and renovate the former Travelers’ building, enabling the company to consolidate 1,500 St. Paul employees into one location. Seeing a building with great bones, Ecolab established a vision of its corporate headquarters that would intentionally enhance the organization’s effectiveness and amplify its daily commitment to reducing global water and energy consumption.

Ecolab hosted the Minneapolis IFMA Chapter October Program at their new headquarters in St. Paul and also provided a facility tour for attendees. The panel speakers for the program were:

- Ann Marie Thurmes, Ecolab, Enterprise Excellence Program Director
- Renee Kirscht, NTH, Principal, Project Management Services
- Ross Naylor, Alliiance, Principal, Architect
- John Pfeifer, McGough, Executive Vice President, Construction

After Carey Brendalen of Alliiance introduced the program and panelists, Ann Marie Thurmes shared the history of Ecolab to kick things off. Following that, Renee Kirscht outlined how the purchase of the building came to fruition along with some of the complexities involved in completing a transaction where two large companies would be sharing office space and also common building amenities such as the cafeteria and fitness room. Ross Naylor and John Pfeifer added their input regarding the architectural design and the implementation of the improvements that were completed at the building in various construction phases.

Thurmes and the Ecolab facilities team were responsible for overseeing the entire project - the renovations, building branding, and relocation management of the employees to the 17-story, 463,000 square foot building. The transition was completed over a timeframe of two years and was modified as required based on feedback collected from employees during the relocation of various business units. In addition to the building renovations, Ecolab also elected to purchase almost all new furniture and work stations for employees. Some traditional private office furniture was relocated to the building from the prior headquarters.

On the tour, Thurmes showcased the various areas of the building that were redesigned and converted into conference room facilities, the Ecolab store, and the building cafeteria on the skyway level. The design was very clean and crisp and the space highly functional. On the upper floors, the tour focused on the general work areas for employees, common collaboration spaces, break rooms, and shared administrative work areas.

We would like to thank Ecolab for hosting the program and all of the panelists for sharing their insights in creating the new Ecolab world headquarters.
One of IFMA’s Communities – Workplace Evolutionaries (WE) – has recently started a local hub here in Minneapolis/St. Paul offering quarterly meetings in the metro area.

The Workplace Evolutionaries (WE) is a vibrant community of IFMA, focused on workplace innovation and knowledge. WE are workplace strategists, change managers, facilities managers, architects, designers, office furniture experts, IT managers, marketing experts, HR experts, and academics who deeply care about where the world is going—especially where work (the verb, not the noun) is going. To learn more about WE, please visit their website: we.ifma.org/about/welcome/

Our last meeting was held on September 11th and was about Happiness in the Workplace. Linda Saggau & Nancy O’Brien, co-founders of Experience Happiness, shared their happiness research insights and how The Happiness Practice (THP) has been proven to help leaders champion, ignite, measure and sustain the power of workforce happiness, and build engaged, high-performing cultures of wellbeing that are strategically empowered to attract, retain and optimize talent. It was a great presentation that had us all rethinking about how we can choose happiness in our daily life including the workplace.

To continue to get people engaged in WE, WE are hosting our quarterly WE hub meetings free of charge. Just look for an email from IFMA_MSP coming soon and check our website for upcoming events: msp-ifma.org/upcoming-events/

Our next event is scheduled for Tuesday, November 27th at RSP Architects from 5:30 – 7:30p. We will be discussing content at the intersection of brand, culture and space. Liz Zurek Beaudry from Envision will be speaking about how your culture is your brand and about her newest exploration into how space can be designed to reflect the connection between both. Come ready to hear from the brand and culture side of workplace innovation.

Please make sure to watch for the email with further details or click here to register. Make sure to invite your change managers, facilities managers, architects, designers, office furniture experts, IT managers and HR experts to join the conversation and attend our next meeting.

Evolutionaries are people who help make change happen—people who lead systems, companies, industries, communities and nations through transformative change. You are a Workplace Evolutionary!

Did you Know?

...IFMA is offering FREE retakes of the CMF exam?!

Here’s how to take advantage:

1. Candidate must have taken and received a failing score.
2. Candidate must apply through IFMA’s Credentials Application/Maintenance Program (CAMP) for the retake exam before December 31, 2018.
3. Once application has been submitted, Candidate has a 90-day window from date of application to retake.

Don’t miss this opportunity!
Get you Application into CAMP and get ready to be part of the 2018-2019 class of IFMA's Certified Facility Managers! Contact Peggy McCarthy at pmcsolutions2@gmail.com if you have questions about the process!
Title: Senior Art Consultant + Business Development Executive

Path to Profession: Studied studio art and liberal arts for the human services at the University of Minnesota, Morris. I started working in some galleries and frame shops when I was recruited to Interior Resources almost 20 years ago. The company has changed names and owners over the years but I have enjoyed art consulting through it all. I have learned so much from the varied teams which may include a business owner, facility or property manager, a developer, architects and interior designers as well as all the other vendors that provide products used in the built environment.

IFMA Connections & Involvement:
My work is with many facility and property managers to maintain their artwork collections. Projects such as relocations, remodels or new buildings are when we have the opportunity think about the artwork and visuals in a space. I have met many great people over the years who care about taking care of the people in the spaces they live and work.

Member: 2004 – Present
- Co-chair of Special Events Committee for 2 years and on committee for 5 years.
- Board Member July 2007-2009
- Awarded Volunteer of the Year, 2008
- Membership Committee 2011-present

How Long an IFMA Member: about 14 years

Recently Completed Project:
It is an exciting time but a couple highlights recently have been the offices for Kraus Anderson and for multi-development our work at NordHaus. Kraus Anderson has been a combination of reallocating their existing artwork, creating displays for their long history, and commissioning some new works for major locations such as the floor of each elevator lobby. These have recently been installed and featured in our newsletter.

I have experienced great joy working on the NordHaus mixed use development project in NE Minneapolis and looking forward to continuing the work as the next building on the block begins. The amazing project has used artwork in many various forms. The main lobby incorporates an impressive 3 story sculpture representing “Yggdrasil”, which is an immense mythical tree that connects the nine worlds in Norse cosmology, as well as an installation of the northern lights behind it. From there you may enter a tiny gallery (open during leasing hours) which we rotate every quarter with new artwork from the neighborhood. We used multiple murals, my favorite being a “Duck, Duck, Grey Duck” as wayfinding in the parking ramp. Artwork on every elevator floor and throughout the public areas was selected to enhance the design and layer in as many stories form local artists as possible. We are fortunate to live in a state with a deep well of talent!

Challenging Aspects of Your Job: There are many right answers and whatever your opinion the next person will have another. People have this idea that art is frivolous or worse that they know nothing about it (which is completely untrue in my opinion). My work is to match projects with artists. To bring beauty and meaning to all spaces people live and work in, after all you spend many more hours walking down the hallway to your office than you will strolling through a museum. I find this idea to be why it is important to include artwork in our lives. A quote may have a dozen words, a photo a 1,000, but a well-executed piece of artwork starts a conversation and sparks ideas. A favorite Stephen Hawking’s quote is to “look up at the stars and not at your feet”, when you are in your building I want you to be able to look at artwork and not blank walls. Be inspired, challenged, encouraged, reminded, stimulated and by what you see.

Family: I have been married over 20 years to John Lindgren. A blind date, our college roommates new us well! We have two daughters, Lucinda 12 who is sweet and sensitive and Miranda 6 who fills a room with her excitement. We also enjoy our 4 year old black lab/terrier mix Holly Jolly who we adopted as a puppy during the holidays.

More on page 12
When the Chapter Membership Committee designed and launched the Buddy Program in the Fall of 2017, it started pairing new members (“New Buddies”) up with more experienced members (“Sponsor Buddies”) during their first year for the purpose of learning more about the chapter, about IFMA, and about our industry! As part of the learning process of implementing this new program over the past year, we recognized some individuals who have been members for a few years may still feel ‘new’ and be interested in participating to gain more awareness of and connection to the Chapter. Thus, we are expanding the program for any member to participate and be paired up with a Sponsor Buddy for a year too. If you are interested in participating, please contact co-chairs Isaac Fones (IsaacF@McKinstry.com) or Karen Appelbaum (kappelbaum@nwaf.org). We are also accepting more volunteers to be Sponsor Buddies, so if you want to share your knowledge of the Chapter and IFMA with a ‘new’ buddy, please contact Isaac or Karen for more information and to sign up.

**Hobbies & Interest:** Gardening, cooking both in reality and watching, art in healthcare, and networking to connect people. My favorite thing in the world is hearing what projects people are working on and then hearing someone else discuss a project and having that ah ha moment, you two should meet!

**Little Known Personal Fact:** I grew up in SW Minnesota on a farm between the Yellow Medicine and the Minnesota rivers. Beautiful land!

**Recent Good Read:** I usually have several books at a time, usually a business book or self-help and something classical as I work through my list. Jane Austen’s “Pride and Prejudice” is wonderful and I am looking forward to reading Curtis Sittenfeld update version of the classic work to 21st century Cincinnati in her new book “Eligible”. Currently I am working on “GRIT” by Angela Duckworth, there is a TED talk in which you may see her speak about how grit maybe more important than any other human trait in leading to success.

**BUDDY PROGRAM EXPANDS**
BEYOND NEW MEMBERS TO INCLUDE ANY MEMBER WHO STILL FEELS ‘NEW’

**MEMBER PROFILE**
JENNIFER LINDGREN, ART FORCE

**CONNECT WITH US ON LINKEDIN**

Be sure to go to our LinkedIn page to post articles, questions and comments.
Also Share ideas and hear about new topics in our industry.
RECOGNITION

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Carol Larson
Cargill, Inc.

10 YEARS
Chad Conorrya, CFM,FMP
Frauneshuh
Laura Magnuson, CFM
Cushman & Wakefield
Karston Anderson
Omni Workspace
Gregory Johnson, CFM
CB Richard Ellis

5 YEARS
Bill Dvorak
Teleflex Medical
Debra Larson
Lifetouch, Inc.

1 YEAR
Jeff Bast
Data Recognition Corporation
Kristin Eichten
VSI Construction & Facility Solutions
Lisa Kirkbride
Milliken
Kirsten Larson
Tarkett
Joshua Kline
McGough
Pauline Wiegrefe
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Wellington Security Systems
Scott Beck
RTP Company
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Larry Justin
Karges-Faulconbridge, Inc. Engineers
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